

METHOD AND SYSTEM FOR REPORTING ON THE QUALITY OF A REPAIR PROCESS

ABSTRACT OF THE DISCLOSURE

A method of reporting on the quality of repair work performed on an article such as a vehicle including the steps of: (1) identifying occurrences of quality problems in repair of an article at a repair facility, (2) generating quality data on the occurrences of quality problems of step (a), (3) electronically transferring the quality data to a computer database, (4) sorting the quality data in the database and (5) producing a report of the sorted quality data. A system for practicing this method includes one or more repair shops in communication with a computer. Data on the insurance of quality problems during the repair of vehicles is transmitted from the repair shops to the computer which then sorts the quality data in the database and produces reports of assorted quality data to provide information to repair shops, insurance companies and manufacturers.